



# COJ Announces operating hours during festive season

Written by **Duncan Seoloana**

The City of Johannesburg informs residents that all Customer Service Centres across all regions will operate on reduced hours during the festive period. However, the City's online platforms remain open.

### Customer Service Centre Festive Season Operating Hours

Customer Service Centres will not operate on all public holidays and 27 December 2025 (Saturday).

### Early closure of Customer Service Centres:

- 24 December 2025 – (Christmas Eve) **closes at 12h00**
- 31 December 2025 – (New Year's Eve) **closes at 12h00**

Pay points in Region D that are responsible for prepaid water sales to remain open as normal during these days.

### Normal operating hours will resume on the next working day

- Monday to Friday: 07h30 – 15h30
- Saturdays: 08h00 – 12h30. **Category A offices only!!**

Customers are encouraged to use digital platforms and revenue emails for urgent assistance during closures.

### How to say in touch with the City

You may contact the City's Call Centre at **0860 562 874** or visit your nearest walk-in centre for assistance. Alternatively, send an email with your query to the following regional email addresses or make use of our Online Services via the **e-Joburg portal: [www.e-joburg.org.za](http://www.e-joburg.org.za)**.

Customer Service Centre	Email addresses	Physical address
Midrand Customer Service Centre	<a href="mailto:regionArevenue@joburg.org.za">regionArevenue@joburg.org.za</a>	300, 15th Road Randjespark Midrand
Randburg Customer Service Centre	<a href="mailto:regionBrevenue@joburg.org.za">regionBrevenue@joburg.org.za</a>	Cnr Bram Fischer Drive and Jan Smuts Avenue, Randburg
Roodepoort Customer Service Centre	<a href="mailto:regionCrevenue@joburg.org.za">regionCrevenue@joburg.org.za</a>	62 Berlandina Street, Roodepoort
Jabulani Customer Service Centre	<a href="mailto:regionDrevenue@joburg.org.za">regionDrevenue@joburg.org.za</a>	1 Koma Road, Jabulani
Sandton Customer Service Centre	<a href="mailto:regionErevenue@joburg.org.za">regionErevenue@joburg.org.za</a>	137 Daisy Street, Sandowns, Sandton
Thuso House Customer Service Centre	<a href="mailto:regionFrevenue@joburg.org.za">regionFrevenue@joburg.org.za</a>	61 Jorissen Street, Braamfontein
Lenasia Customer Service Centre	<a href="mailto:regionGrevenue@joburg.org.za">regionGrevenue@joburg.org.za</a>	Cnr Rose Avenue & Eland Street, Lenasia Ext.1

### Tips to Keep Your Account in Good Standing

- Make sure your contact details are updated to receive your statement on time.
- Submit your own meter readings before leaving to avoid estimated billing.
- Avoid last-minute disputes – log queries early.
- Ensure tenants know their responsibilities if you are a landlord.
- Check that your prepaid electricity meter is topped up if applicable.
- Activate debit orders for seamless payments while away.
- Take advantage of the Debt Relief Programme Phase 4 if you are struggling financially.

### Saving Water While Away

- Checking for leaks inside the property before travelling.
- Monitoring consumption for sudden spikes.
- Fixing dripping taps and faulty plumbing immediately.
- Reporting leaks outside your property boundary to the City.
- Applying for meter testing if you suspect a faulty meter.

### Before Travelling: Water Checklist

- Turn off your geyser.
- Empty and switch off the fridge (which will also reduce water condensation issues).

### Saving Electricity While You Are Away

- Switch off all lights and appliances.
- Unplug TVs, chargers, heaters, fridges (if empty) and entertainment devices.
- Use LED or CFL bulbs at home for long-term savings.
- Turn off your geyser and pool pump.

### Make sure your fridge and freezer doors are closed

Digital payment options remain available throughout the festive season.

### EasyPay & Retail Partners

- Pay your municipal account at **EasyPay, Pick n Pay, Shoprite, Checkers, and selected Post Office** branches using your statement or EasyPay number.

- **City Pay-Points:** Most are cashless and accept card/digital payments only. Bring your account number for correct allocation.

### Payment Processing Times

- EFT, mobile banking, direct deposits, and ATM payments may take **3–7 working days** to reflect.

**Tip:** Pay at least 7 days before your due date to avoid delays.

**City pay-points** and **e-Joburg** payments reflect within **24 hours**, ideal for last-minute payments.

The City is committed to providing continuous service throughout the festive season.

